



# Turning Insights into Improvements

SIF ADP Learning Community

January 23, 2019



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## Purpose

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- Build a more robust understanding of a Continuous Improvement Process, one of the five components of Outcomes Contracts
- Learn about tools and best practices for Continuous Improvement Processes from the 3 agencies in the ADP cohort and how this influences their ADP project
- Develop further questions and considerations related to Continuous Improvement Processes to contemplate for your current programs and/or your agency

# Contents

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## ***Introductions and Overview (10 min)***

Santa Cruz HSD: Data-driven Decision Making (15 min)

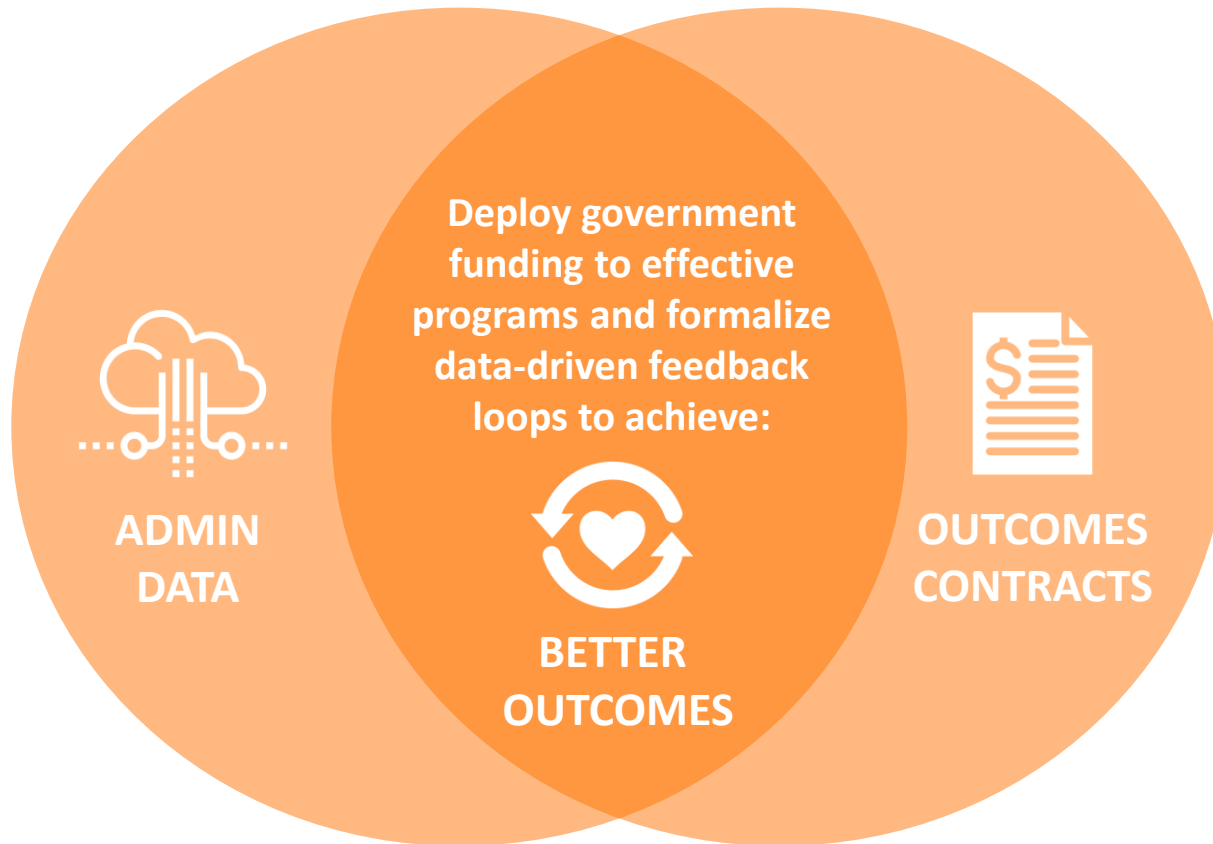
Washington DCYF: Engaging Families (15 min)

San Diego HHSA: Data-informed Pilot (15 min)

Closing (5 min)

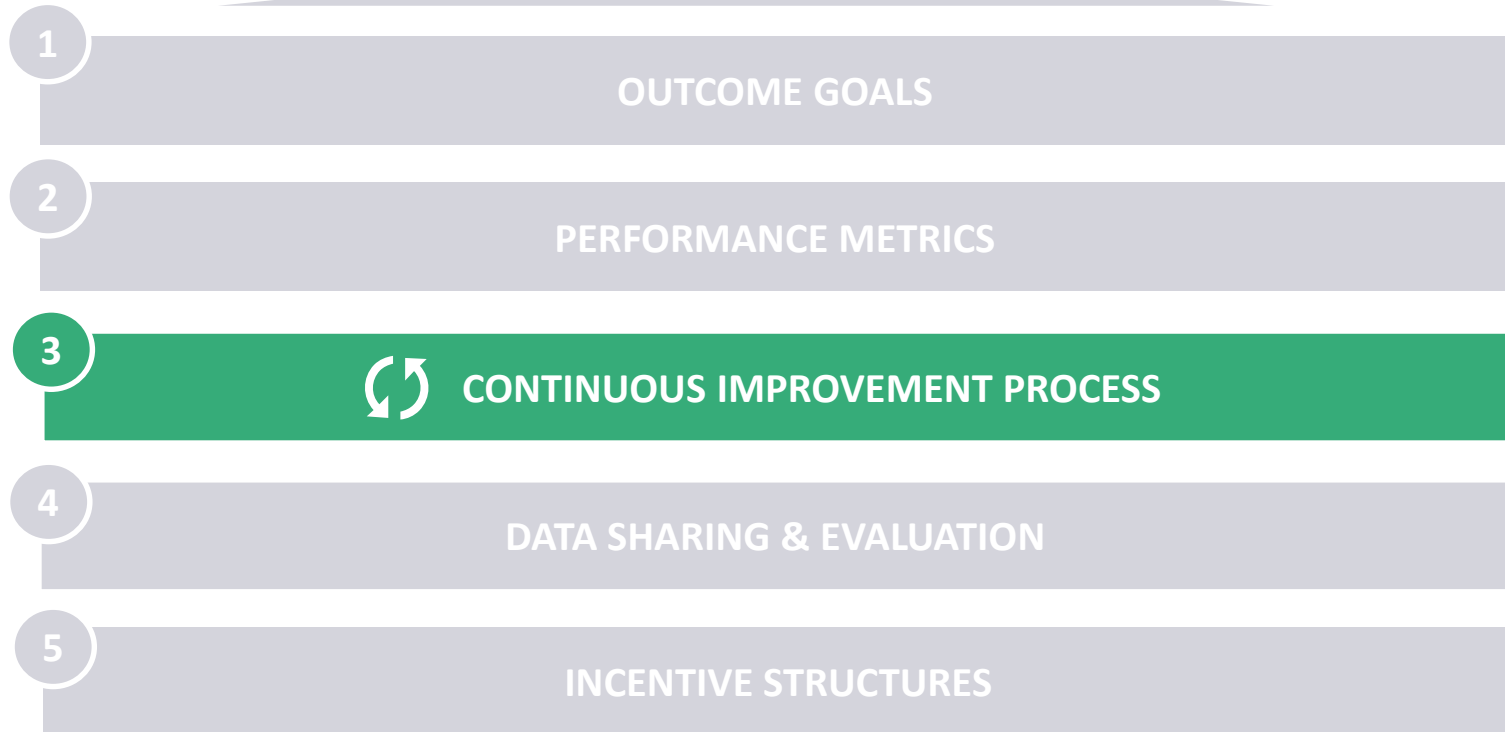
# The ADP vision is to unite administrative data and outcomes contracts to unlock government and provider innovation and measurably improve lives

## ADP Vision



# Outcomes contracts articulate five key components that collectively ensure funding and services drive toward improving life outcomes

## Components of an Outcomes Contract



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# Human Services Department

## An Overview of Data Driven Decision Making

January 23, 2019

*Dedicated to making a difference.*



# Data Driven Decision Making

## Values

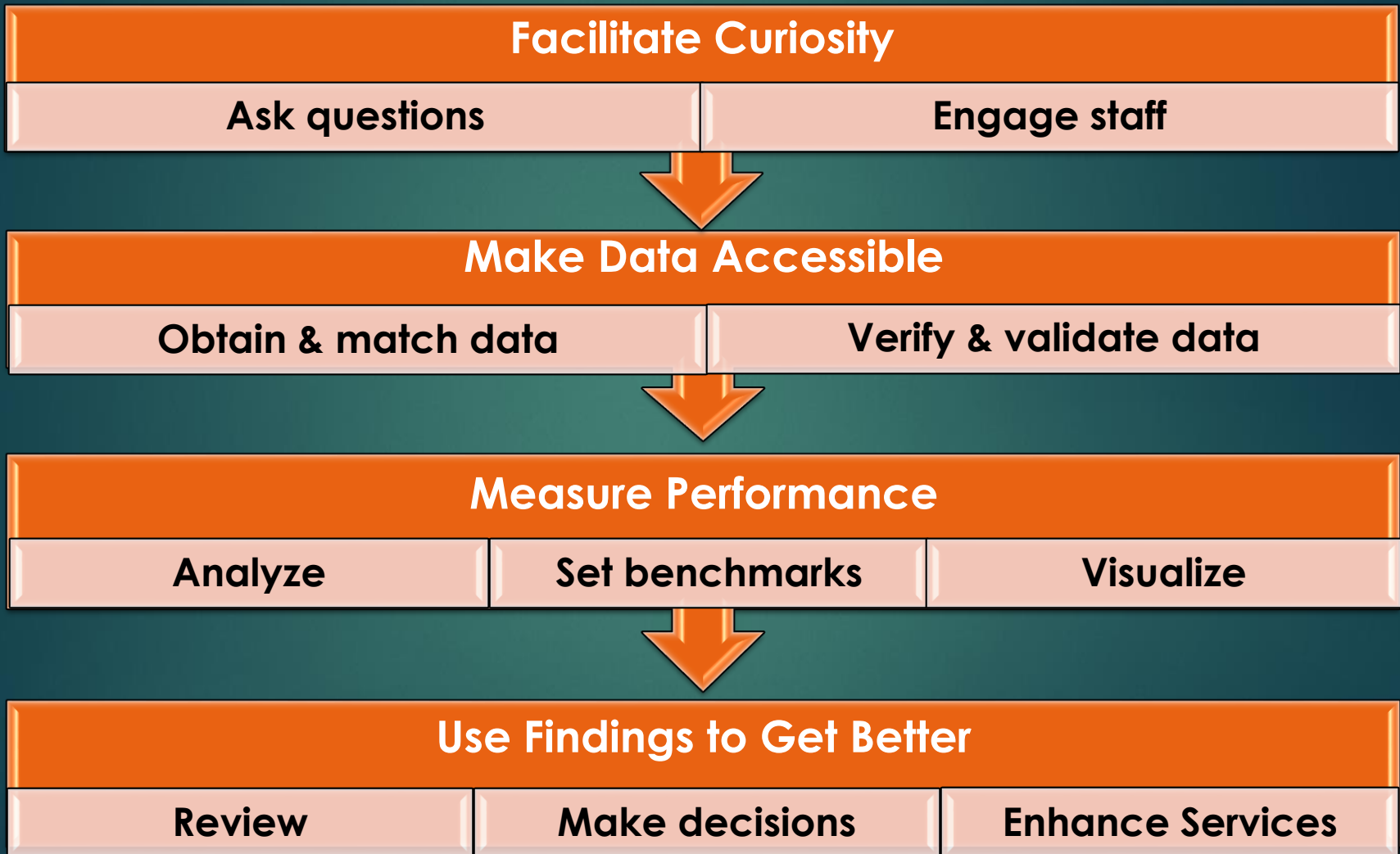
- ▶ Continuous Improvement
- ▶ Customer experience
- ▶ Strategic thinking
- ▶ Partnerships
- ▶ Responsiveness
- ▶ Staff engagement

## Goals

- ▶ Analyze to see the big picture
- ▶ Focus on outcomes
- ▶ Make data accessible and easy to grasp
- ▶ Provide a system to collect and report a wide range of metrics
- ▶ Automate to reduce the effort required to gather data



# Data Driven Decision Management



# The Long and Winding Road



# Stops on the Long Road

## 2001 - 2007

- ✓ The Early Years – Results Based Accountability Seeds are Planted – [Excel](#) and Access Data Bases Are Trending

## 2008 - 2010

- ✓ Planning and Evaluation established & conducted research & built initial dashboards

## 2010 - 2012

- ✓ Business Analytics Unit established & initial Key Indicator System (KIS) built

## 2012 - 2014

- ✓ Quality Improvement Unit established; HSD STATS & My Portal Launched

## 2014 - 2016

- ✓ Centralized Contracts established & initial phase of Results Based Contracting

## 2017 - 2018

- ✓ Operations Dashboard; Welfare to Work alert system

# Tools and Their Use

## ***Facilitating Strategic Thinking***

- ✓ Key Indicator System
- ✓ Monthly [STATS](#) meeting

## ***Optimizing Customer Experience***

- ✓ EBSD Operational Dashboard – real time staffing response
- ✓ Rushmore Quality Improvement/Quality Assurance System

## ***Monitoring Contract Performance***

- ✓ *CORE Investments and OSCAR*
- ✓ *Standardizing Outcomes*
- ✓ *Promoting Evidenced Based Practice*

## ***Making Life Easier for Our Workforce***

- ✓ Caseload and Administrative Tools

# HSD STATS Meetings

- ▶ Focus on data in a learning environment
- ▶ Review performance targets and their drivers
- ▶ Meetings are regular, frequent and attended by multiple levels of management
- ▶ Department leaders are owners of the data
- ▶ Data is as current as possible to make good decisions
- ▶ Commitments for improvement or exploration are made

# Keys to Success

- ✓ The Mindset
- ✓ The Team and Talent
- ✓ The Investment
- ✓ The Culture

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# Washington DCYF ESIT developed a flexible and action-oriented structure to make the most of a long-standing family engagement group

## ESIT Parent Involvement and Engagement (PIE) Committee

### Focused on Meaningful Impact

#### Goals:

- Acknowledge that families are at the center of the work
- Ensure that family voice is at the table at every level
- Foster leadership and provide opportunities for participants to learn advocacy skills
- Create a structure that allows families to have meaningful impact

### Offered Flexible Formats

#### Promoting engagement with flexibility:

- Hold Zoom calls at times that members can attend (7 pm for this group)
- Reimburse members for 5 in-person events
- Encourage PIE members to join other committees they have interest in – even if it means being on mute while they pick up their kids
- Send reminders from the week and updates on other committees

#### ***We are looking for parents and caregivers who:***

- Participated in early intervention services within the last five years
- Are not working in the early intervention field (*non-affiliated slots*)\*
- Want to build their leadership and presentation skills
- Are curious about being on a committee and have little to no experience
- Can attend seven (7) virtual/on-line meetings and five (5) in-person two-day meetings (travel and child care costs reimbursed)

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**\*We have one slot reserved for parents/caregivers new to the early intervention profession, with less than 18 months in their role.**

*(Same criteria as above)*



# Members of the PIE Committee have been a resource for family outreach and feedback on outcomes contracts

## ESIT Parent Involvement and Engagement (PIE) Committee

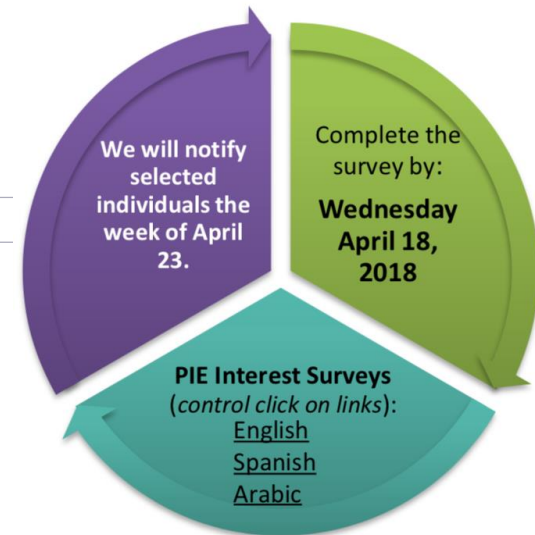
### Recruited Members Broadly

- Channels: GovDelivery listserv; website posting; online, printable application in Spanish and Arabic
- Providers and contractors were asked to help recruit
- A selection grid ensured group diversity in terms of criteria like race, language, location, and knowledge

### Engaged Members in Projects

- Members gave guidance on the development of a document from the Public Policy committee about how federal changes would impact families
- A member gave the introduction on a webinar about how a change to an immigration-related policy could impact families
- This group was engaged for feedback on quality and outcome measures for contracts.

Get your piece of the PIE!



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# We encourage you to reflect on the information shared today with your team

## Reflection Questions

- What is ***one feature*** of the Continuous Improvement Process in Santa Cruz, Washington or San Diego that sparked your interest and why?
- What ***question or idea*** do you have in regards to a Continuous Improvement Process for your social services contracts, programs, or agency?

## Disclosure

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